

DHS Program Director 2

Working Title: Adult Protective Services Intake Director

Job Location: This position is currently designated AWS - Alternative Workspace Solution (remote). Any position could be designated as work from home, work or free address at a later date. Incumbent will need to report to the state office regularly. Must live in Tennessee.

ABOUT POSITION

Adult Protective Services (APS) is the state agency responsible for investigating allegations of abuse, neglect, and financial exploitation of vulnerable adults and providing protective services. Our mission is to protect and support vulnerable adults through collaboration. APS is seeking to fill the position of the APS Intake Director to oversee our intake call center operations that operates 24/7 taking APS reports from mandatory reporters. In addition, this position is responsible for administering the Social Services Block Grant (SSBG) program through contracts with government and nonprofit agencies. This position is responsible for providing program direction, supervision, technical assistance, and leadership for intake and SSBG operations as well as interface with APS field operations and community and state partners. This position reports directly to the APS Program Director and directly supervises three Intake Supervisors and two SSBG Coordinators.

RESPONSIBILITIES

- Lead APS Intake and SSBG Operations through transformational change that promotes efficient business practices, customer friendly and streamlined administrative processes
- Director's primary scope of responsibility is effective leadership to ensure accomplishment of goals and accountability to processes and expectations
- Direct and administer the review of state rules, policies, and procedures for statewide program areas; present outcomes and measurements and expected future goals for service delivery
- Direct program staff in delivery of best practices in customer service
- Provide leadership in streamlining procedures and engaging technology to promote efficiency in business practices
- Review program delivery to ensure adherence to department policies and procedures
- Represents the Department at Regional and Statewide meetings and conferences.
- Provide leadership in recruiting, training, and retaining Intake and SSBG Operations program staff who effectively support the program's mission
- Facilitate healthy relationships with internal and external partners that support the mission of the Division and the Department

DHS MISSION:

To build strong families by connecting Tennesseans to employment, education and support services

DHS VISION:

To revolutionize the customer experience through innovation and a seamless network of services

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Unique Benefits

- Pension
- 401K Match
- Family Tuition
- 11 Paid Holidays
- Career Mentoring
- Emotional Health/Wellness Programs



QUALIFICATIONS

- Bachelor's degree in social work, criminal justice, psychology, sociology, human services, counseling, or other directly related field
- Demonstrated experience and ability to lead a direct team and large-scale workforce and successful implementation of accountability measures and regulatory oversight of independent providers
- Proven ability and experience to foster teamwork and lead a team and large workforce toward the identified goals and vision
- Three years of staff and program management experience with a major program, or equivalent experience through a combination of work and educational experience is preferred
- Proven ability to set and support program vision, while promoting a staff culture that reinforces program values

Competencies

- Mission-Driven
- Customer-Focused
- Independent Thinker/Decision-Quality
- Communicates Effectively
- Upholds Accountability
- Team Building
- Ability to Work in a Fast-Paced, Multi-Tasking Environment
- Relationship Focused

For Information regarding State of Tennessee benefits please [click here](#).

How to apply:

- To be considered for the DHS Program Director position with the Tennessee Department of Human Services external applicants must also apply online at www.TN.gov/Careers by June 01, 2022 at 11:59pm Central Standard Time.
- Active state employees apply for career opportunities directly through [Edison self-service](#).
- Target Range: \$min 54,516– mid 76,320. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check. Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.